

CLEC SERVICE QUALITY REPORTING REQUIREMENTS

Basis for Reporting Requirements: Rules & Regulations Governing Service Supplied by Telecommunications Companies in South Carolina: R.103-614, 618, 619, 661 & 663

Trouble Reports per Hundred Access Lines: This is a percentage derived from the total number of customer reported troubles divided by total access line count. The objective is a percentage of less than 5% in exchanges or reporting groups of over 7,500 access lines (7% for line counts under 7,500).

Customer Out of Service Trouble Clearing Times: This is a percentage that shows the number of out of service customer reports cleared within 24 hours (excluding weekends and holidays). The objective is to clear at least 85% of out of service situations within 24 hours.

Held Applications and Availability of Service: This is comprised of two indices: 1) The percentage of Service Orders for installations (and/or Re-installations) completed within 5 working days, and 2) Commitments Fulfilled (i.e. service installation date expected but not delivered). The objective for both is 85% or better.

The information in these reports should involve only 'regulated troubles'; that is, problems found to result from customer owned or leased station wire and/or equipment, lack of access or delays attributable to the customer should be excluded. Any other situation (including problems attributable to the ILEC) resulting in an objective not being met *should be explained within the report*.

Interruptions of Service: The Commission should also be notified of any major service interruption that may directly affect South Carolina customers. A major interruption would be considered one in which at least 10% of the company's subscribers within a definable service area are affected or potentially affected and if that situation exceeds or potentially will exceed one hour. This report should be filed as soon as practicable and should indicate the time, duration, cause of the interruption and steps taken to correct the situation. A copy of any written report submitted to any federal jurisdictional entity should also be sent to this Commission.

It is incumbent upon the CLEC to routinely file this information *within 30 days* of the end of each calendar quarter. CLECs with no present customers or existing operations within South Carolina should file a statement indicating that such is the case; then begin filing quarterly statements after operations commence.

Information may be submitted via fax (803-896-5199), E-mail (david.lacoste@psc.state.sc.us) or regular mail: Public Service Commission of South Carolina, Saluda Building 101 Executive Center Dr. Columbia, SC 29210 (803-896-5125)



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
CLEC QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME _____

QUARTER / YEAR _____ / _____

Reporting Month → _____

Number of South Carolina Customer Access Lines Provided:

via Resale → _____

via UNE-P → _____

via Other Methods → _____

Total South Carolina Line Count → _____

Trouble Reports / Access Line (%) → _____
(Objective: < 7%)

Customer Out of Service Clearing Times (%) → _____
(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days (%) → _____
(Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → _____
(Objective: > 85%)

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina? → YES ☐ or NO ☐

Person Making Report / Contact Information: _____